

Nortel Networks - Problem Manager

Problem List

Problem	Violat	Alarms	Degrad	Cost	Time
Sonet: experiencing traffic loss, receive traffic not protected	9	8	10	4	1/3/00 14:39:48
Sonet: experiencing traffic loss, transmit traffic not protected	9	12	7	5	1/3/00 14:24:42
FR: subsystem failure, connections are down	9	23	14	3	1/3/00 14:18:31
ATM: logical path communication signal lost	8	22	14	5	1/3/00 14:13:38
Sonet: remote line has failed	4	8	6	5	1/3/00 14:11:34
Switching: trunk connections are down	9	11	24	4	1/3/00 14:15:09
Sonet: remote line has failed	8	14	4	4	1/3/00 14:32:23
ATM: logical path communication signal lost	8	10	9	5	1/3/00 14:44:51
Switching: trunk connections are down	4	8	7	5	1/3/00 14:21:29
ATM: subsystem failure, connections are down	9	8	10	4	1/3/00 14:52:24

Cause and Correction

Transmit Traffic is not protected on NE 294 OC3 G1s. The near-end optical card detected a problem on its transmitted optical signal.

Document Reference

432-3653-821-ubal

Details

Service Violations | Alarms | Performance Degradations

Customer	Cust. Service	Level	Metric	Delivered	Agreed	Penalty/Impact
Acura Canada	Frame Relay	Silver	Service Availability	95.2%	> 98.5%	\$300/sec
Air Canada	VPN	Gold	MTBF	2 days	< 5 days	\$500/sec
General Motors	Megaroute	Gold	Latency	188 msec	< 150 msec	\$80/sec
Joe's Garage	IP	Bronze	Dial-Port Availability	93%	> 95%	\$25/sec
MicroCell Solutn	AMPS Trunk	Gold +	Service Availability	98.3%	> 99.5%	\$500/sec
MicroCell Solutn	AMPS Trunk	Gold +	Network Availability	98%	> 99.9%	\$750/sec
National Post	Frame Relay	Gold +	Packet Loss	1.75%	< 0.7%	\$150/sec
Sears Canada	Frame Relay	Gold	Packet Loss	1.75%	< 1%	\$50/sec
Sympatico	IP VPN	Gold	MTBF	2 days	> 5 days	\$500/sec

9 SLA(s) total at last refresh: 02/02/00 14:35:22

Metric	Agreed	Penalty	Metric con't	Agreed	Penalty
Mean Time to Repair (MTTR):	< 5 hours	\$200/hr	Dial-Port Availability:	> 95.0%	\$25/sec
Mean Time Between Failures (MTBF):	> 3 days	\$500/sec	End-to-End Latency:	< 150msec	\$80/sec
Network Availability:	99.7%	\$750/sec	Packet Loss:	99.7%	\$50/sec
Service Availability:	99.5%	\$500/sec	Discards:	< 0.8%	\$50/sec

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Notes:

View Contract

Fig 2

Nortel Networks - Problem Manager

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Sonet: experiencing traffic loss, transmit traffic not protected	9	12	7	5	1/3/00 14:24:42
FR: subsystem failure, connections are down	9	23	14	3	1/3/00 14:16:31
ATM: logical path communication signal lost	8	22	14	5	1/3/00 14:13:36
Sonet: remote line has failed	4	8	6	5	1/3/00 14:11:34
Switching: trunk connections are down	9	11	24	4	1/3/00 14:15:09
Sonet: remote line has failed	8	14	4	4	1/3/00 14:32:23
ATM: logical path communication signal lost	6	10	9	5	1/3/00 14:44:51
Switching: trunk connections are down	4	8	7	5	1/3/00 14:21:29
ATM: subsystem failure, connections are down	9	8	10	4	1/3/00 14:52:24

Cause and Correction

Transmit Traffic is not protected on NE 294 OC3 G1s. The near-end optical card detected a problem on its transmitted optical signal.

Document Reference

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Details

Service Violations Alarms Performance Degradations

NE Name	Type	Unit	Reason	Severity	Time
1008 BoATM01	Com	Communi...	Rx AIS	CRITICAL SA	1/3/00 14:50:07
1008 BoATM01	Com	Communi...	commSubsystemFailure	MAJOR SA	1/3/00 14:50:29
1008 BoATM01	Com	Cell	LCD	CRITICAL SA	1/3/00 14:50:04
1008 BoATM01	Com	Near Path	degradedSignal	minor nsa	1/3/00 14:50:13
1011 CleoATM01	Com	Operator	Operational Cond	CRITICAL SA	1/3/00 14:52:24
1011 CleoATM01	Com	Operator	Operational Cond	CRITICAL SA	1/3/00 14:52:24
1011 CleoATM01	Com	Communi...	commSubsystemFailure	MAJOR SA	1/3/00 14:52:43
514 CleoATM01	Fac	OC3 G4	Rx AIS	warning nsa	1/3/00 14:52:32
1008 BoATM01	Com	Cell	LCD	CRITICAL SA	1/3/00 14:50:04
1008 BoATM01	Com	Communi...	Rx AIS	CRITICAL SA	1/3/00 14:50:07
1008 BoATM01	Com	Near Path	degradedSignal	minor nsa	1/3/00 14:50:13
1008 BoATM01	Com	Communi...	commSubsystemFailure	MAJOR SA	1/3/00 14:50:29

12 Alarm(s) total at last refresh: 02/02/00 14:35:22

Refresh Now

Alarm Type: communications

Acknowledged by: liqiang

Reason:

Component: Lp/2 Sonet/0 Path/0

Display: bmerhfb:0.0

Alarm: critical

Hostname: bmerhfb

Time: 1/3/00 8:43

Loss of Frame. Loss of Cell deliniation has been detected. Check the cabling and configuration.

Fig 3

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Sonet: experiencing traffic loss, receive traffic not protected	9	8	10	4	1/3/00 14:39:48
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FR: subsystem failure, connections are down	9	23	14	3	1/3/00 14:16:31
ATM: logical path communication signal lost	8	22	14	5	1/3/00 14:13:36
Sonet: remote line has failed	4	8	6	5	1/3/00 14:11:34
Switching: trunk connections are down	9	11	24	4	1/3/00 14:15:08
Sonet: remote line has failed	8	14	4	4	1/3/00 14:32:23
ATM: logical path communication signal lost	8	10	9	5	1/3/00 14:44:51
Switching: trunk connections are down	4	8	7	5	1/3/00 14:21:28
ATM: subsystem failure, connections are down	9	8	10	4	1/3/00 14:52:24

Cause and Correction

Transmit Traffic is not protected on NE 294 OC3 G1s. The near-end optical card detected a problem on its transmitted optical signal.

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Details

Service Violations | Alarms | Performance Degradations

NE Name	Unit	Metric	Actual	Threshold	Network Service	Time
Blue-HawkRTR	cli-ab	BECN	592	815	Frame Relay	1/3/00 14:51:55
321 TerranceTN	DS1 G10 2	Line Rx ES	900	800	Sonet Backbone	1/3/00 9:15:01
562 BallyRTR	cli-ac	Marginal Call Rate	10%	10%	VoIP	1/3/00 14:13:23
352 JaneRTR	cli-ad	Unaccept Call Rate	3%	4%	VoIP	1/3/00 14:52:12
474 BankRTR	cli-aa	Unaccept Call Rate	7%	7%	VoIP	1/3/00 10:37:42
241 RockTN	DS1 G10 2	Line Rx ES	900	800	Frame Relay Ch.	1/3/00 9:16:43
352 UpsideRTR	cli-ad	Unaccept Call Rate	3%	4%	VoIP	1/3/00 9:16:49

7 Performance Degradation(s) total at last refresh: 02/02/00 14:35:22

Performance Degradation Graphical Details

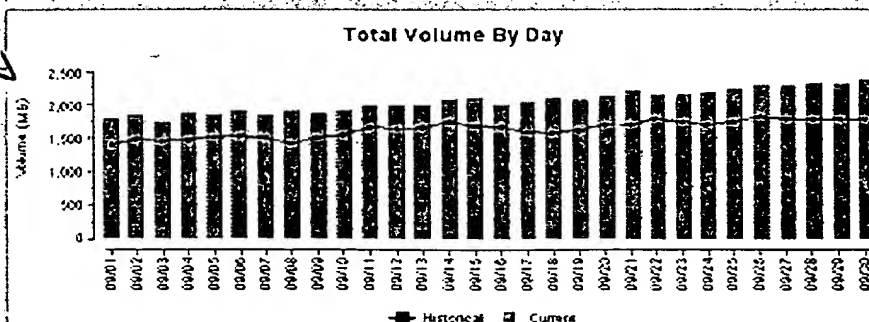


Fig 4

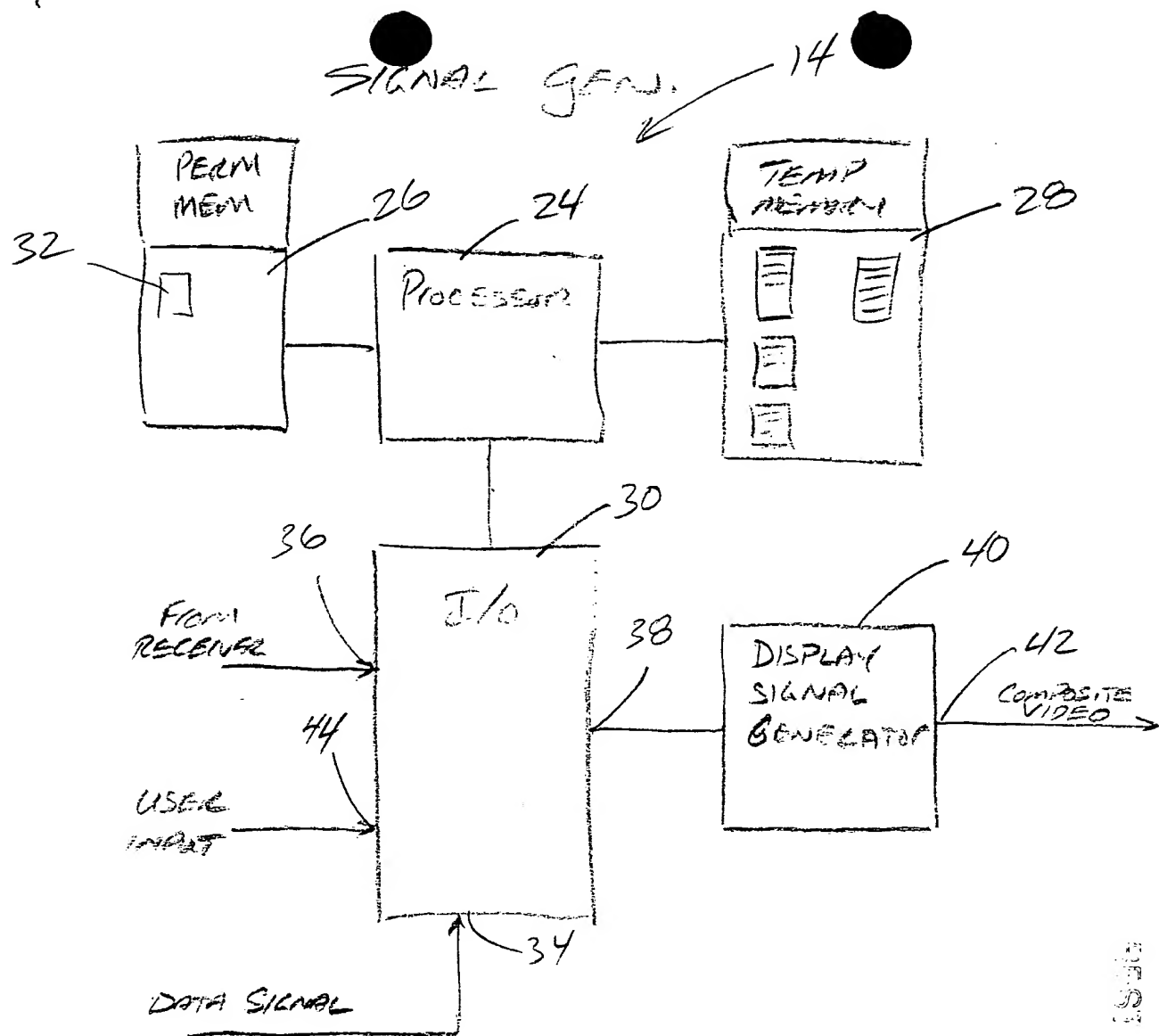


Fig 5

ALARM DATA UNIT 50

DATA UNIT TYPE	52
NE ID	54
NE NAME	56
ALARM ID	58
TYPE	
UNIT	
REASON	
SEVERITY	
TIME	60
OPERATOR	
DISPLAY	
HOST	
RESP TIME	
ROOT Cause FLAG	62
PROBLEM ID	64

Fig. 6

Problem Record 130

Problem ID	132
Problem Description	134
Violation Count	136
ALARM COUNT	138
DEGRADATION COUNT	140
COST	142
TIME	144
CAUSE + Correction	146
DOCUMENT REF	148

Fig 9

SERVICE VIOLATION 100

DATA UNIT	102
DATA UNIT TYPE	104
CUSTOMER	106
CUST SERVICE	108
LEVEL	110
METRIC	112
DELIVERED	114
Agreed	116
Penalty / Impact	118
CONTRACT ID	119
TIME	
NE ID	120
NE ID	
Problem ID	122

Fig 8

Performance DEGRADATION DATA UNIT 70

DATA UNIT TYPE	72
NE NAME	74
NE ID	76
UNIT	78
METRIC	80
Actual	82
Threshold	84
Network Service	86
TIME	88
Problem ID	90

Fig 7.

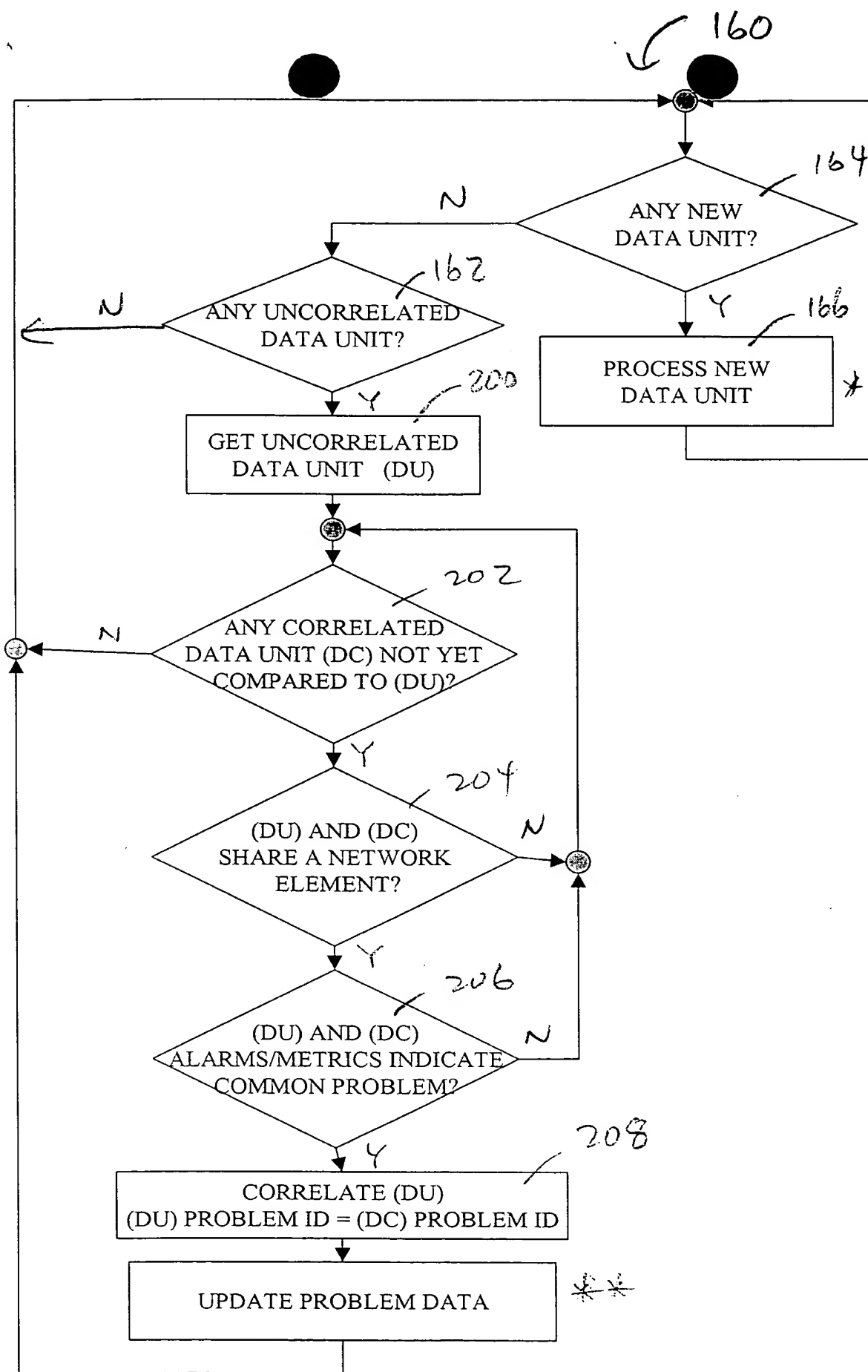


Fig 10

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BEST AVAILABLE COPY

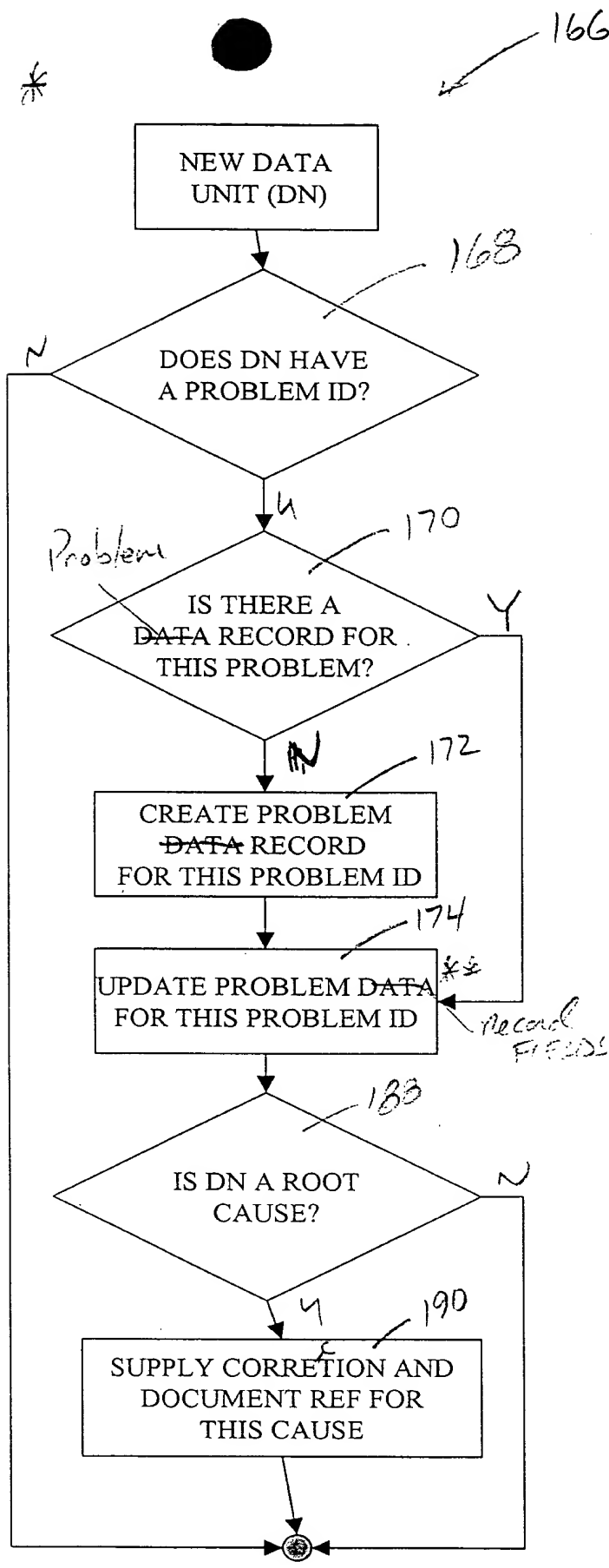


Fig 11

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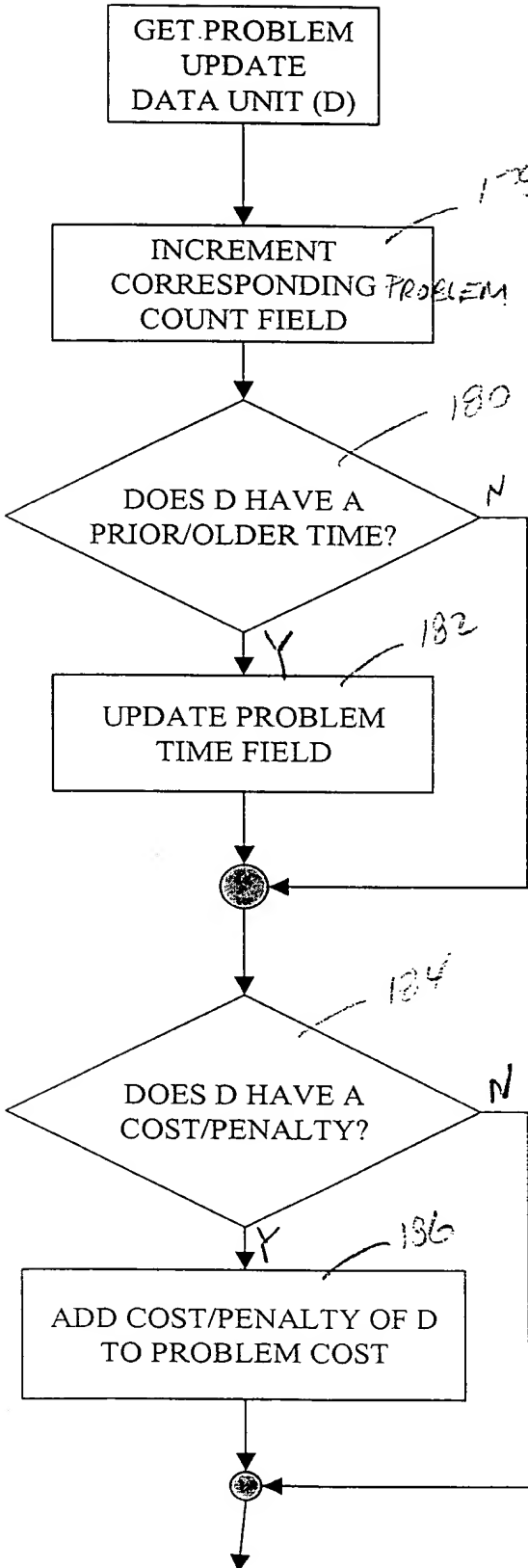


Fig 12